



## **Online RMA Form**

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# 1. Frequently Asked Questions

## 1. What means DOA?

DOA stands for Dead on Arrival.

A unit is classified as DOA (Dead on Arrival) if a defect is reported within the first 30 days after product registration but no later than 120 days after original shipment from Fortinet to the distributor.

## 2. What means RMA?

RMA stands for Return Material Authorization. Once Fortinet has processed the customer's request and acknowledged the hardware failure, a Return Material Authorization (RMA) number will be issued by Fortinet.

## 3. What is the difference between RMA and DOA ticket types?

A DOA ticket is meant to replace a defective new unit.

A RMA ticket is meant to replace faulty hardware that is registered and covered by a support contract.

## 4. What is a RMA form?

For every unit replacement, a RMA form is issued. This form summarizes all information that is necessary to process the replacement. A RMA form is issued for each DOA or RMA ticket and applies to a single defective unit replacement.

## 5. I have several units to replace, how shall I make the request?

One ticket should be issued per unit to replace.

## 6. Why is Fortinet asking for Ship To information?

The Ship To information will be used by Fortinet to ship your replacement product once approved, and by the freight forwarder for delivery.

## 7. Why is Fortinet asking for Bill To information?

The Bill To information is required if different from the shipment address. Should the Customer fail to return the defective unit, this information may be used. Refer to the CSS Reference Guide for further details.

## 8. I don't know the answer to the RMA form questions, how can I proceed?

The online RMA form contains 3 questions related to the defective products. For any of these questions, choose **I don't know** in case you are not comfortable with providing an answer.

## 9. The freight forwarder is asking for a pro-forma invoice in order to make the delivery, where can I find this document?

A copy of the pro-forma invoice will be attached to the ticket when the replacement unit is shipped.

## 10. I received a replacement unit but it doesn't work either, what should I do?

If a defect is reported within the first 30 days after reception of the replacement unit, the unit is classified as DOA-L (Dead on Arrival Logistic). The defect should be reported in the original ticket provided it is still opened, otherwise a DOA ticket should be created.

## 11. I received my replacement unit and it works fine, how can I transfer the contracts?

This transfer can be performed from Fortinet Customer Service & Support web site.

Locate and click on the defective serial number from **Asset Management > Manage/View Products**. Then from the left hand side menu, you can choose **Serial Number (RMA Transfer)**. Enter the replacement serial number in the appropriate text field and click **Replace**.

## 2. Dead on Arrival (DOA) claim

### 1. Serial Number

Home > Create a Ticket

CREATE A TICKET

DOA Ticket

Serial Number \*

Continue

\* The Serial Number list will be shown after you input the first 3 characters.

TIPS

Find your Serial Number

A serial number (16 characters) is required in order to claim a unit for DOA. The serial number can either be unregistered or registered but needs to be within DOA policy. The system won't accept a DOA claim otherwise and a RMA request should be raised instead.

To help you find your serial number, you may click the link [Find your Serial Number](#) in the **TIPS** section on the right side of the screen. Note that after typing the first 3 characters, the system will propose a list of serial number from your own registered product, if any.

Then click Continue and refer to 5. *Return Material Authorization (RMA) request* for steps 2, 3, & 4 as they are the same as a DOA claim.

### 3. Return Material Authorization (RMA) request

#### 1. Serial Number

Home > Create a Ticket

#### CREATE A TICKET

##### RMA Ticket

Serial Number

\* The Serial Number list will be shown after you input the first 3 characters.

##### TIPS

Find your Serial Number

A serial number registered and under valid hardware coverage is required in order to request an RMA. The serial number must correspond to the product that has the reported defect.

To help you find your serial number, you may click the link [Find your Serial Number](#) in the **TIPS** section on the right side of the screen. Note that after typing the first 3 characters, the system will propose a list of serial number from your own registered product, if any.

Then click Continue.

#### 2. Online RMA Form

##### Shipping & Billing Information

Ship to	Bill to	<input checked="" type="checkbox"/> same as 'Ship to:'
Contact Name: *	Contact Name: *	<input type="text"/>
Company Name: *	Company Name: *	<input type="text"/>
Street Address: *	Street Address: *	<input type="text"/>
City: *	City: *	<input type="text"/>
Country: *	Country: *	<input type="text"/>
State/Province:	State/Province:	<input type="text"/>
PostCode: *	PostCode: *	<input type="text"/>
Email: *	Email: *	<input type="text"/>
Phone: *	Phone: *	<input type="text"/>
Fax:	Fax:	<input type="text"/>

The Ship To information will be used by Fortinet to ship your replacement product once approved, and by the freight forwarder for delivery.

The Bill To information is required if different from the shipment address. Should the Customer fail to return the defective unit within thirty (30) days from the receipt of the replacement unit.

Refer to the CSS Reference Guide available on the Home page for further details.

##### Defective product information

Is the unit used in a HA / cluster configuration? \*

For RAID system, indicate capacity per HDD :

For FGT-3000 and FGT-3600 models, indicate the number of LX ports :

In order to proceed with your hardware replacement, this form should be filled.

For any of the questions related to your defective product, choose *I don't know* from the drop-down menus in case you are not comfortable with providing an answer.

Then click Confirm RMA information to continue with the ticket creation.

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### 3. Problem description

#### Ticket Information

Title

Product Type  Category

The Title should be a brief description of your request.

The Product Type was auto-detected from the serial number, review and change accordingly if needed.

The Category should be left as Hardware.

Then continue with your ticket creation by adding a detailed description of the problem in the text field below. The pre-filled text indicates important information related to hardware troubleshooting.

#### Add Comment

In order for Fortinet Technical Services to provide you with the optimum level of support, we request that the following information be provided:

1. A description of the problem experienced with the unit
2. The results of the hardware troubleshooting tests described at <http://emea.fortinet.net/fortinet/troubleShooting.php>
3. A description and the quantity of the defective accessories, if any

In case additional documents (Contract file, screen shots ...) could help the Customer *Service Team* addressing your request, please attach the files using the section below. Note that files can also be attached after the ticket is created.

Attachments

Note: The combined size of all attachments must not exceed 4MB.

Once above steps are completed, click Submit Ticket to create the ticket.

### 4. Retrieve your ticket number

Right after ticket creation, the Search/View Tickets page is opened and your newly created ticket appears on top of the list. The ticket number (479938 in below example) is the reference to quote for this request.

#### Ticket List

Select a ticket number from the list to view the details or to add an update to an open ticket.

Ticket Number	Product Serial Number	Title	Status	Creation Date	Close Date	Priority	Type
479938	FMG1KC3R10600246	test RMA ticket	Registered	01/03/2011	N/A	P4	RMA

## 4. Monitor the progress of a DOA claim / RMA request

Return Material Authorization Information		Print RMA Form	
RMA Status:	Approved,in progress	Approval date:	1/14/2011
Shipping & Billing Information			
<b>Ship to</b>		<b>Bill to</b>	
Contact Name:	TEST	Contact Name:	TEST
Company Name:	FORTINET	Company Name:	FORTINET
Street Address:	120 RUE ALBERT CAQUOT	Street Address:	120 RUE ALBERT CAQUOT
City:	SOPHIA ANTIPOLIS	City:	SOPHIA ANTIPOLIS
Country:	UNITED STATES	Country:	UNITED STATES
State/Province:		State/Province:	
PostCode:	11255	PostCode:	11255
Email:	TEST@FORTINET.COM	Email:	TEST@FORTINET.COM
Phone:	+33489870555	Phone:	+33489870555
Fax:		Fax:	
The Ship To information will be used by Fortinet to ship your replacement product once approved, and by the freight forwarder for delivery.			
The Bill To information is required if different from the shipment address. Should the Customer fail to return the defective unit within thirty (30) days from the receipt of the replacement unit.			
Refer to the CSS Reference Guide available on the Home page for further details.			
Defective product information			
Is the unit used in a HA / cluster configuration? No			
For RAID system, indicate capacity per HDD :			
For FGT-3000 and FGT-3600 models, indicate the number of LX ports :			
Failure information			
Failure code:	Error code:	RMA Type:	
Failure diagnostic:			
Replacement product information			
Serial number:	Ship date:	Tracking #:	
Additional details:			
Pro forma invoice:			
Return Instructions			
Items to be returned:			
Unit:	Accessories:		
RMA Center:			
shipping instructions:		Prepaid return label:	

When your request is approved for replacement, new fields will appear in the tickets to help you track the progress of the replacement.

### 1. RMA Status & Approval date

The RMA status is initially set to **Pending Approval**, it is then change to **Approved, in progress** or **Rejected**. In case it is approved, the **Approval date** will reflect the date of approval.

### 2. Shipping & Billing information

The information is the same as the one confirmed earlier in the ticket creation process.

### 3. Defective product information

The information is the same as the one confirmed earlier in the ticket creation process.

### 4. Failure information

**Failure code** field will indicate whether the unit is entitled for DOA, RMA or is not entitled.

**Error code** field will reflect the defect category of the defective unit.

**RMA type** is used for Fortinet internal tracking.

## 5. Replacement product information

**Serial Number** is the serial number of the unit that is being shipped as a replacement.

**Ship date** is the date when the shipment of the replacement unit is made.

**Tracking #** is the tracking number for the replacement unit shipment.

**Additional details** may contain further comments with regards to the replacement unit shipment.

**Pro forma invoice** is a copy of the pro forma invoice. This document may be requested by the freight forwarder for Customs clearance.

## 6. Return instructions

**Items to be returned** will either be unit only, unit + accessories or accessories only. It describes the scope of items that should be returned to Fortinet.

**Unit** indicates the serial number of the unit that should be returned to Fortinet. The unit should not be returned if above field indicates accessories only.

**Accessories** indicate the type and quantity of accessories to be returned, if any.

**RMA Center** is the name of the Fortinet logistic center where the defective items should be returned.

**Shipping instructions** is a document available for download that contains all necessary instructions for returning defective items to Fortinet.

**Prepaid return label** is available only for scenario where Fortinet handles the return shipment fees. The label will be available as a file to download.

## 7. Print RMA form

A paper copy of the RMA information can be printed via the **Print RMA Form** button. Please note that a paper copy of this form should be included in every shipment.





**GLOBAL HEADQUARTERS**

Fortinet Incorporated  
1090 Kifer Road, Sunnyvale, CA 94086 USA  
Tel +1-408-235-7700  
[www.fortinet.com/sales](http://www.fortinet.com/sales)

**EMEA SALES OFFICE-FRANCE**

Fortinet Incorporated  
120 Rue Albert Caquot,  
06560 Sophia Antipolis, France  
Tel+33-4-8987-0500

**APAC SALES OFFICE – HONG KONG**

Fortinet Incorporated  
Room 2429-2431, 24/F Sun Hung Kai Centre  
No.30 Harbour Road, WanChai, Hong Kong  
Tel+872-3171-3000

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